

May 23, 2017

**FOR YOUR INFORMATION**

To: Mayor and Members of Council  
From: Harry Black, City Manager **HB**  
Subject: Office of the Chief Advocacy Officer for Aging and Accessibility

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Having completed his sixth week with the City of Cincinnati, I wanted to update you on the actions achieved to date by our new Chief Advocacy Officer for Aging and Accessibility (CAOAA), Jon Lawniczak. You may have noticed that, based on feedback from the community, his title, which was originally Chief Advocacy Officer for the Elderly and Disabled has been changed for appropriateness.

**I. Americans with Disabilities Act (ADA)**

Upon his appointment as the City's ADA Coordinator, the CAOAA found that the public notice regarding ADA was scattered throughout the City's website. Working with the Communications Office and Law Department, the CAOAA consolidated the information which can be found here <http://cincinnati-oh.gov/hr/ada/> . Also, working with the Law Department, he crafted a Grievance Procedure so that any resident of the city who felt discriminated against on the basis of ADA could file a complaint and have that complaint thoroughly investigated <http://cincinnati-oh.gov/hr/ada/grievance-procedure/> . This is critical because when the Department of Justice is investigating whether a local government is in compliance with the ADA, the first thing it looks for is the ADA page and its grievance procedure. This page recently went live.

In addition, the CAOAA has been meeting with department heads and their ADA coordinators to review their transition plans and to determine what additional steps are necessary to ensure the City is in full compliance.

The CAOAA also completed an on-line course developed by the ADA National Network to refresh his knowledge about ADA and its application to local governments.

**II. Paramedicine**

In addition to serving as my liaison with the Fire Department on the paramedicine pilot, the CAOAA has been bringing community organizations into the program. He recently held a meeting between the Fire Department (CFD) and the Council on Aging (COA) that runs the county's Elderly Services Program (ESP). CFD and COA are now determining if their technologies can work together to allow responders to connect patients who need support to the services and programs of the ESP. We anticipate that a service provider agreement and a HIPAA business associate agreement will be signed in the next week or so with implementation following not long after. While CFD has larger

aspirations in development of a paramedicine program, we view this partnership as an important key step towards bringing needed resources into the community.

### **III. Community Outreach**

As of today, the CAOAA has met with 14 community organizations and attended 4 meetings/functions. This outreach will continue throughout his tenure. Through these meetings he is learning what services these organizations provide, allowing him to make referrals to residents who reach out for his assistance, and how these organizations interact with the City. He is also learning about the most pressing needs in our community. Most center around affordable, accessible housing and safe and efficient transportation.

### **IV. Cincinnati Accessibility Board of Advisors (CABA)**

The CAOAA met with the Chair of CABA and discussed how he, as the liaison to the City Manager's Office, can be most helpful and attended his first meeting. Ms. Markiea Carter has graciously agreed to continue as liaison for another month or two to provide for a successful transition.

### **V. Case Work**

As of today, the CAOAA has resolved 12 residents' concerns. Four needed a referral to another agency such as the Nursing Home Ombudsman Program or Hamilton County's Elderly Services Program. Five were in response to questions/requests/complaints. For example, one individual is concerned that parking meters are too tall. She was informed that the City is in the process of lowering all its meters to make them more accessible. Three required more specific action such as finding someone a case worker, or trying to find a new dwelling for residents of a building that received a City vacate order.

### **Conclusion**

Progress in advancing the aging and accessibility priorities of the community, the Mayor, City Council and the Administration is just beginning. Yet, even in six weeks, solid gains have been made. While progress in these areas is difficult to measure, the CAOAA will be working with the Office of Performance & Data Analytics to establish matrixes and capture data so to strengthen and build upon successes and create a sustainable program.